

WYOMING DEPARTMENT OF AGRICULTURE
STRATEGIC PLAN 2009

Quality of Life Result

Wyoming state government is a responsible steward of state assets and effectively responds to the needs of residents and guests.

Wyoming natural resources are managed to maximize the economic, environmental, and social prosperity of current and future generations.

Agency

Wyoming Department of Agriculture (WDA)

Contribution to Wyoming Quality of Life

The WDA strives to serve our citizens by conserving and protecting our natural resources and advocating for agriculture in Wyoming.

Basic Facts

WDA has six divisions with 95 employees, of which 9 are part-time and over 40 deployed around the state:

Administration: provides management and support to WDA divisions;

Analytical Services: performs chemical and bacteriological analyses of compounds, elements, microorganisms, and contaminants;

Consumer Health Services: regulates and trains for Wyoming's food and environmental health industries;

Natural Resources and Policy: reviews, analyzes, negotiates, and comments on federal land management plans, environmental impact statements, environmental assessments, and proposed state and federal regulations to ensure that the Wyoming agriculture industry has a strong voice in the wise management of natural resources;

State Fair Park: manages the facilities of State Fair Park for the citizens of Wyoming, offering year-around options for use as well as the annual State Fair;

Technical Services: regulates the compliance of state-produced commodities (both agricultural and mineral) and licenses and trains agricultural users for compliance with state and federal regulations.

In addition, the Department supports two affiliate organizations:

Wyoming Ag in the Classroom: creates, distributes, and promotes quality educational materials on agriculture and natural resources to Wyoming educators and citizens;

Wyoming Beef Council: administers the Beef Promotion and Research Act of 1985 in the State of Wyoming.

Collects and administers the beef checkoff assessment paid by Wyoming beef producers to fund beef promotion, education, and research programs designed to increase beef demand.

Wyoming Wheat Marketing Commission: promotes markets, producer education, research, and consumer awareness of Wyoming's wheat.

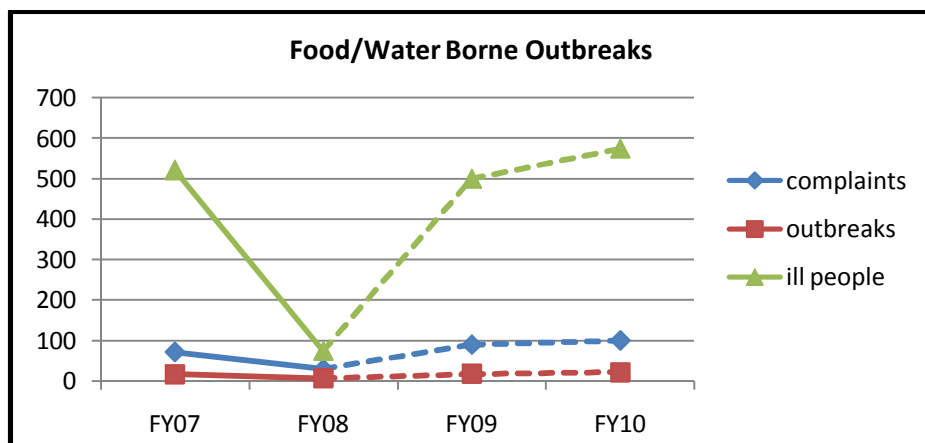
With an FY 10 budget of \$39,321,811 (\$32,320,210 of general fund money and the remaining from federal or other sources), the WDA's main functions are customer service; education; and program management, coordination, and oversight. All divisions and affiliate organizations strive to offer Wyoming's citizens exemplary customer service; all divisions offer education for consumers and establishments as well as professional development to staff; we share in the coordination and management of a diverse group of programs serving agriculture in Wyoming including 11 State Boards, 34 conservation districts, 23 weed and pest districts, and 23 county predator/animal boards/commissions.

Performance Measure #1 Is Customer Service:

The WDA's first goal is exemplary customer service. Externally, we serve the citizens of Wyoming through the regulatory functions of the WDA, i.e., inspections and analytical testing. Consumer and animal health and safety are primary concerns in Consumer Health Services (CHS), Technical Services (TS), and Analytical Services Lab (ASL) divisions. In Natural Resources and Policy (NRP) we also represent Wyoming agriculture through policy analyses,

conservation resource management, and other special programs to serve Wyoming producers and the state's natural resources. The State Fair (SF) Park offers the annual SF event and year-around facilities for citizens' use. Internally, Administrative Services (ADMIN) coordinates the WDA's administration of its programs and finances.

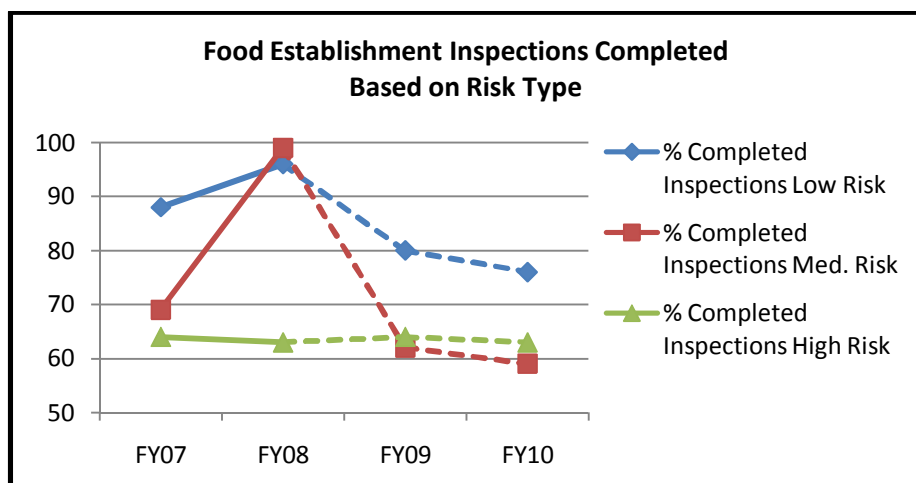
One measure of our customer service is the monitoring of the number of Food/Water Borne Illnesses. CHS continues to work closely with the Wyoming Department Health in the investigation and reporting of illnesses/outbreaks. In FY08 the WDH received 30 complaints relating to food and water borne issues with 7 confirmed outbreaks involving 75 people:



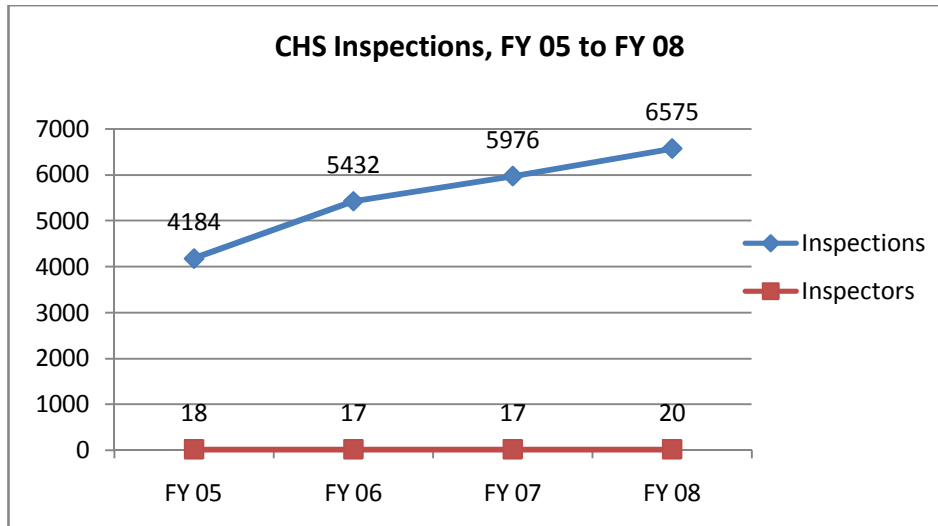
The frequency of CHS inspections of food establishments are based on the type of food preparation procedures utilized in the establishment, if there has been an outbreak associated with the establishment, and if the establishment has food safety trained personnel. The inspection frequencies are broken down into once a year inspections (low risk), twice a year inspections (medium risk) and quarterly inspections (high risk).

The percentage of inspections completed for low and medium risk establishments increased in FY08, and the percentage of completed high risk inspections has stayed fairly constant.

As the following chart illustrates, more establishments are rated "low" in risk:



At the same time, our inspection staff numbers are inadequate in comparison to number of inspections assigned so in the future, low and medium risk inspections may decline as more time is devoted to high risk establishments. The following chart presents the staffing issue:



Story Behind the Performance of Customer Service:

We maintain regulatory compliance to ensure consumer protection through on-site inspections, licensing, registrations, certifications, sampling, and testing by the ASL, CHS, and TS. We also offer customer service through non-regulatory programs such as policy analyses, administrative and fiscal management, and programs and events at SF year-around.

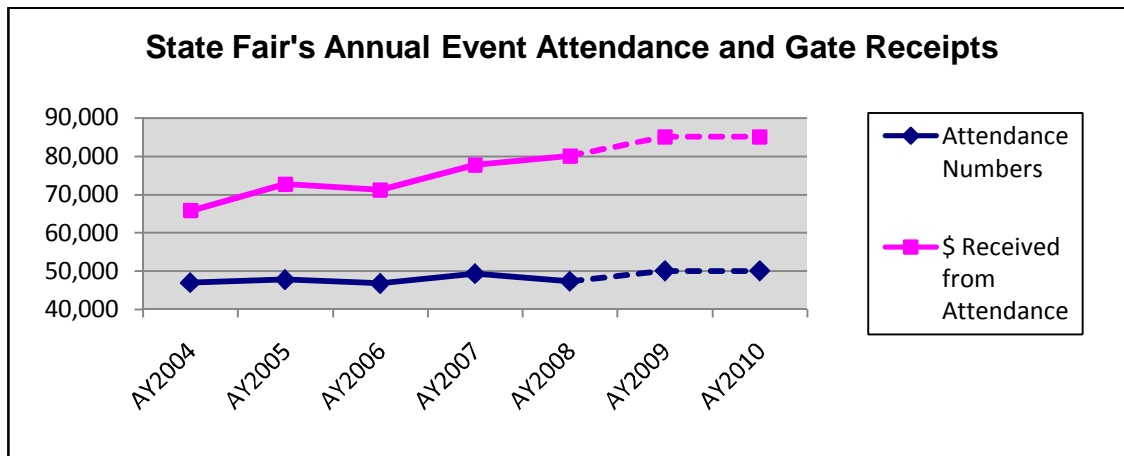
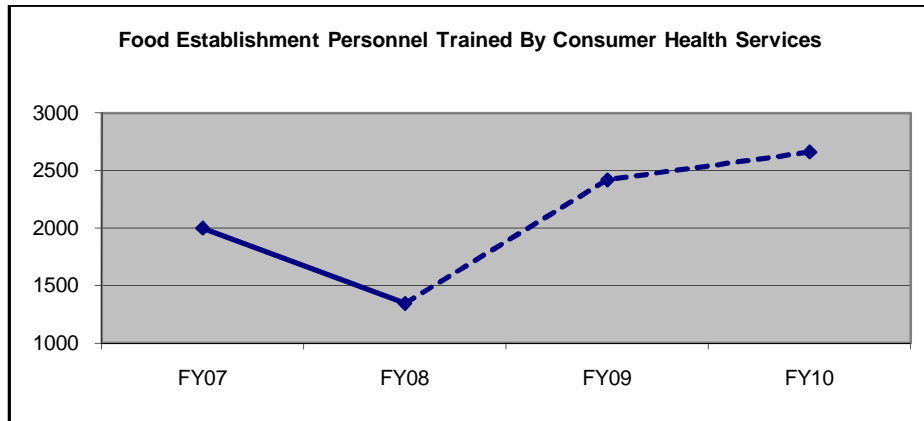
What Do You Propose to Do to Improve Performance in Customer Service in the Next Two Years?

1. Each division will continue updating its process for the evaluation and prioritization of services to citizens.
2. The WDA will continue to monitor its consumer hotline to insure that issues and complaints are resolved appropriately and promptly.

Performance Measure #2 Is Education:

Externally, the WDA seeks to educate citizens through policy analyses of federal projects, to showcase agriculture at SF, to provide consumer protection education, and to increase awareness of the role of agriculture in Wyoming. Internally, the WDA offers appropriate safety training, emergency planning, and other staff development opportunities.

Two measures of our educational efforts include the following: 1) the number of food service personnel who have been trained by CHS, and 2) the number of attendees at the SF event where agricultural education is showcased for all of Wyoming's citizens. Food safety education is projected to grow with increased demand of new establishments and the continuous training of new staff at existing establishments, and attendance at the State Fair's annual event will remain steady with the enhancements added to SF Park:



Story Behind the Performance of Education:

The WDA educates consumers, providers of agricultural products, and staff. Our external education efforts include mediation training to resolve disputes among agricultural producers and workshops on food safety for establishment employees. SF Park showcases agricultural education at the annual SF event but year-around offers agricultural producers or citizens a venue for conferences, programs, or events. NRP conducts outreach seminars on rangeland management, coordinates natural resource tours, and provides written responses to federal and regional natural resource issues. TS trains and licenses registered service technicians for weights and measuring devices.

Internal education for staff includes training on new techniques for testing or regulation of agricultural products and training on new equipment. For instance, in CHS, the inspectors must earn 24 approved CEUs to fulfill expectations of yearly evaluations. Increases in testing requirements (both state and federal) and new technology also create additional training needs. Staff also receives training on safety and emergency response.

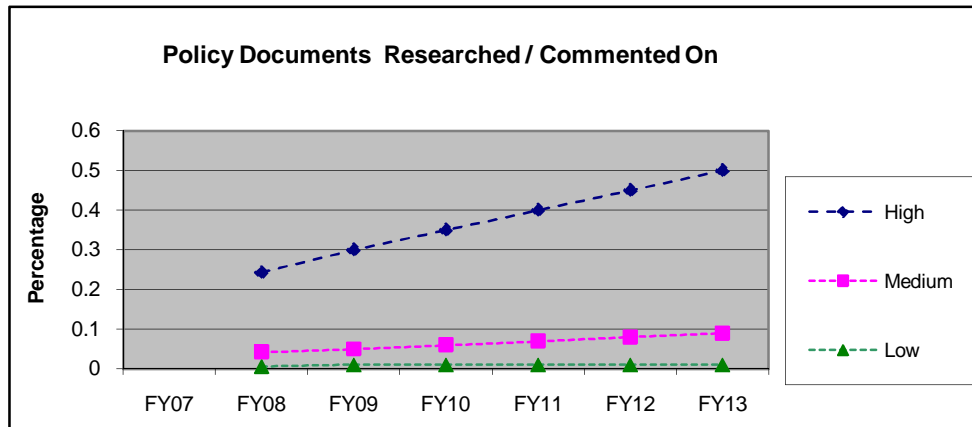
What Do You Propose to Do to Improve Performance in Education in the Next Two Years?

1. Safety and emergency response training is an overriding concern for the WDA. A database is tracking both technical skills training and the safety/emergency response training.
2. The WDA continues to provide staff with the opportunity to create five-year development plans for their career enhancement.

- Each division will continue to work with the WDA public information specialist to enhance the public's awareness of what the WDA does and gather feedback on how to improve our public education efforts.

Performance Measure #3 Is Program Management, Coordination, and Oversight:

In program management, coordination, and oversight, the WDA plays a major role among Wyoming's agricultural entities as well as managing the Department's daily functions. As an example of coordination efforts, under the Federal Advisory Committee Act (FACA) rules, NRP staff participates in the planning and implementation processes of federal actions that impact producers, local entities, and state and federal agencies. This planning involves reviewing, negotiating, and commenting on major Environmental Assessments, Environmental Impact Statements, and Land and Resource Management Plans:



Story Behind the Performance of Program Management, Coordination, and Oversight:

Externally, the WDA works with 11 State Boards and assists 34 conservation districts, 23 weed and pest districts, and 23 county predator/animal boards. Internally, to use our limited resources efficiently and effectively, the WDA strives to “do business differently” and reallocate resources as appropriate. Last year, the Department reallocated a position in ADMIN to oversee contracts and coordinate the grant writing/implementation process for the Department. This year a contract position was created in Administration to seek, write, implement, and administer grants and programs for agricultural producers and build relationships between production agriculture and other public and private entities in order to enhance the marketing and growth of production agriculture.

This final performance measure combines with customer service and education to summarize the WDA's commitment to Wyoming's citizens: to provide professional service to Wyoming's citizens and to contribute to the effective management of Wyoming's natural resources.

What Do You Propose to Do to Improve Performance in Program Management, Coordination, and Oversight, in the Next Two Years?

- Each division will continue its ongoing evaluation and prioritization of functions in order to effectively manage staffing, resources, and services. This will require changing how we “do business” and reallocating resources to meet the changing focus of the WDA.
- The WDA will continue to request statute/rules and regulation changes as needed to serve our efficiently and effectively.